Langeberg Municipality(WC 026) - Schedule of Service Delivery Standards Table	
Description	
Standard	**Service Level**
Solid Waste Removal	
Premise based removal (Residential Frequency)	One removal per week
Premise based removal (Business Frequency)	one- two removals per week
Bulk Removal (Frequency)	two - three removals per week
Removal Bags provided(Yes/No)	Yes but in some areas we already provide 240Lt wheelie bins.
Garden refuse removal Included (Yes/No)	No. Provide skips in some areas for Garden refuse.
Street Cleaning Frequency in CBD	Daily
Street Cleaning Frequency in areas excluding CBD	Once per week
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours
Clearing of illegal dumping (24hours/48hours/longer)	As needed
Recycling or environmentally friendly practices(Yes/No)	Yes- recycling at source and the municipality runs a Material Recovery Facility (MRF)
Licenced landfill site(Yes/No)	
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	72.3 Blue drop score
Is free water available to all? (All/only to the indigent consumers)	No, only to indigents
Frequency of meter reading? (per month, per year)	per month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Longer period
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	until actual reading is received (in exceptional cases)
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	6
Up to 5 service connection affected (number of hours)	6
Up to 20 service connection affected (number of hours)	6
Feeder pipe larger than 800mm (number of hours)	N/A
What is the average minimum water flow in your municipality?	1 m/s
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty water meters? (days)	7 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
Electricity Service	
What is your electricity availability percentage on average per month?	98%
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes
How much do you estimate is the cost saving in utilizing the ripple control system?	R 500 000
What is the frequency of meters being read? (per month, per year)	Per month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Longer period
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	until actual reading is received
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	one day
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty meters? (days)	2 days
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	10 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	20 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	10 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	40 days
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Yes
To what extend do you subsidize your indigent consumers?	100%
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	3 Hours
Sewer blocked pipes: Large pipes? (Hours)	3 Hours
Sewer blocked pipes: Small pipes? (Hours)	3 Hours
Spillage clean-up? (hours)	6 Hours
Replacement of manhole covers? (Hours)	8 Hours

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Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	4 Hours
Time taken to repair a single pothole on a minor road? (Hours)	4 Hours
Time taken to repair a road following an open trench service crossing? (Hours)	8 Hours
Time taken to repair walkways? (Hours)	6 Hours
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	The service level as indicated in the agreement
Do you have any special rating properties? (Yes/No)	No
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	No
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	No
How long does it take for an Tax/Invoice to be paid from the date it has been received?	50days
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	No
Administration	
Reaction time on enquiries and requests?	
Time to respond to a verbal customer enquiry or request? (working days)	It vary's from immediate to 1 day or at the most 2 days
Time to respond to a written customer enquiry or request? (working days)	10 days
Time to resolve a customer enquiry or request? (working days)	10 days
What percentage of calls are not answered? (5%,10% or more)	1%
How long does it take to respond to voice mails? (hours)	No voice mails accepted
Does the municipality have control over locked enquiries? (Yes/No)	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Vary
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	2 days
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Weekly
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	±5m
How long does it take to renew a vehicle license? (minutes)	±5m
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	±5m, if a customer got all the required documentation
How long does it take to de-register a vehicle? (minutes)	±5m
How long does it take to renew a drivers license? (minutes)	±5m
What is the average reaction time of the fire service to an incident? (minutes)	±25m, depending on travel distance
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	No ambulance service - Province run this service
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	No ambulance service - Province run this service
Economic development	
How many economic development projects does the municipality drive?	3 projects
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	2 project
What percentage of the projects have created sustainable job security?	25% Indirect created in toursm sector
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	yes
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	No but it's available on the municipal website
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes